



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**MCImetro Access Transmission Services LLC**  
**Verizon Access Transmission Services**  
**for quarter ending September 30, 2008**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	70.97% *	73.09% *	60.34% *	68.13% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.02	2.71	3.24	2.66
H. Percent Repeat Trouble Reports [730.545(c)]	4.22%	4.55%	5.04%	4.60%
I. Percent of Installation Trouble Reports [730.545(f)]	10.12%	15.38%	18.60%	14.70%
J. Missed Repair Appointments [730.545(h)]	74	74	102	83
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

No data is avail for item A&B,Sec 730,info is reported by ILEC.MCImetro's customers are dependant on SBC for repair&maint activity(OOS tickets,missedrepair appt's resolution,repeat failure) Data no longer provided by SBC,Missed Instal Appt's, Sec730-K.



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